

Public Works

City of Newton Performance Management
May 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has improved since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Provide engineering services, both in-house and outside contractor, including evaluation, design, construction inspection, and contract management.					
		% of projects under budget	100	100	0
		% of projects on schedule	79	90	11
2. Provide clean, safe drinking water to all Newton residents, businesses and institutions.					
		Total water meters installed	14359	13768	591
		Incidences of water contamination reaching unsafe levels	0	0	0
3. Provide sewerage removal and stormwater management.					
		% of water/sewer requests resolved within 24 hours	100	100	0
4. Maintain public streets and sidewalks in a safe and passable condition.					
		% of streetlamps repaired within 14 days of receipt	97	90	7
		Streetlamp repair backlog	104	100	4
		% of potholes repaired within 2 business days	65	95	30
		% of street repaves made within 5 days of schedule	100	100	0
		% of sidewalks made safe within 5 days	69	95	26
		Backlog of sidewalk repair requests	510	490	20
5. Remove and dispose of solid waste, including trash, recyclables, and hazardous materials.					
		% of trash pickups made on time without issue	99.92	99.50	0.42
		Trash tonnage (total)	1,623	1,710	86
		% of recycling pickups made on time without issue	99.95	99.50	0.45
		Recycling tonnage (curbside only)	896	913	17
		Curbside recycling % of total tonnage	36	35	1
		% of yard waste pickups made on time without issue	99.94	99.80	0
6. Provide emergency response for snow, rain, winds, and other emergency situations.					
		% of snow related requests resolved within 48 hours of the end of the storm		N/A	

Notes

Trash and Recycling tonnage data comes from the month prior to the reporting period.